

Electronic Acknowledgement Receipt

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| EFS ID: | 8013391 |
| Application Number: | 09944676 |
| International Application Number: | |
| Confirmation Number: | 8505 |
| Title of Invention: | System and method for automated end-user support |
| First Named Inventor/Applicant Name: | Daniel Keele Burgin |
| Customer Number: | 26874 |
| Filer: | William S. Morriss/Sonya Pinner |
| Filer Authorized By: | William S. Morriss |
| Attorney Docket Number: | 1160215-0538115 |
| Receipt Date: | 14-JUL-2010 |
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| Time Stamp: | 14:27:04 |
| Application Type: | Utility under 35 USC 111(a) |

Payment information:

| | |
|------------------------|----|
| Submitted with Payment | no |
|------------------------|----|

File Listing:

| Document Number | Document Description | File Name | File Size(Bytes)/Message Digest | Multi Part/.zip | Pages (if appl.) |
|-----------------|----------------------|--------------------------|---|-----------------|------------------|
| 1 | | 09944676_IDS_7-14-10.pdf | 100716 23e54173fbw07e641bb93b66ddef0a5722f20 2798el | yes | 2 |

| Multipart Description/PDF files in .zip description | | | | | |
|--|---------------|------------------------------|---|---------|----|
| Document Description | | | Start | End | |
| Transmittal Letter | | | 1 | 1 | |
| Information Disclosure Statement (IDS) Filed (SB/08) | | | 2 | 2 | |
| Warnings: | | | | | |
| Information: | | | | | |
| 2 | NPL Documents | 11198934_7-13-10_FinalOA.pdf | 1211417 823b08036815e1ad9953823fcfd74d65738 03129 | no | 32 |
| Warnings: | | | | | |
| Information: | | | | | |
| | | | Total Files Size (in bytes): | 1312133 | |
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